

## How to Lodge a Complaint

### By Phone

Australia: 1300 73 72 74

### By Mail

Skyring Asset Management

Reply Paid 88076

KENMORE QLD 4069

### By Email

Email: [investor@skyring.com.au](mailto:investor@skyring.com.au)

## At Skyring We Are Committed To:

- Resolving all complaints in a prompt, fair, and efficient manner.
- Providing honest, transparent explanations about our services and decision
- Respecting your privacy and managing your complaint with strict confidentiality.
- Listening to your complaints respectfully, without any judgment.

## Our Complaint Handling Process

At Skyring, we are committed to delivering high-quality service and maintaining open, transparent communication with our investors. We recognise that, from time to time, concerns may arise, and we have developed a structured complaints resolution process to ensure these matters are addressed fairly, promptly, and respectfully.

### 1. Acknowledgement

We will acknowledge receipt of your complaint within 24 hours (or one business day) or as soon as reasonably practicable. This acknowledgment will confirm we have received your complaint and advise the expected timeframe for a resolution.

### 2. Initial Assessment and Resolution

In the first instance, your complaint will be reviewed by the appropriate team member. We aim to resolve straightforward matters within five business days. If the issue is more complex or requires further investigation, it will be given priority and escalated to our Complaints Handling Officer or an appropriate senior team member.

### 3. Investigation and Response

We will conduct a fair and thorough investigation into your complaint, including reviewing all relevant facts and, if necessary, contacting you for additional information. A written response outlining our decision and the reasons behind it will be provided within 30 calendar days of receiving your complaint.

### 4. Delays in Response

If we are unable to respond within the 30-day timeframe, we will notify you before the deadline to explain the reasons for the delay and inform you of your right to refer the matter to the Australian Financial Complaints Authority (AFCA).

### 5. Unresolved Complaints

If you remain dissatisfied with our response or if the matter is not resolved within the specified timeframe, you have the right to escalate your complaint to AFCA. This external body provides a free and independent dispute resolution service.

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## Australian Financial Complaints Authority (AFCA)

Skyring Asset Management is a member of the Australian Financial Complaints Authority (AFCA). If you are not satisfied with the outcome of your complaint, you deserve the right to refer the complaint to Skyring Asset Management's External Dispute Resolution Body:

**Phone:** 1800 931 678 (free call within Australia)

**Mail:** GPO Box 3, Melbourne VIC 3001

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Website:** [www.afca.org.au](http://www.afca.org.au)